



Marine Cargo Claims Procedure

1. If goods are delivered in a damaged condition or if there is any reason to suspect damage, the attention of the Carrier's or Shipper's Representative should be immediately drawn to the damage and the delivery receipt noted accordingly. In the event of suspected damage, it is suggested that the receipt be noted, "Goods believed to be damaged. Accepted subject to survey in store".
2. If there has been any malicious damage, burglary or theft, the police should be notified.
3. Immediately when damage or pilferage is discovered, contact Austral to receive instructions on what action to take. It may be necessary to appoint a surveyor/ assessor.
4. Write a letter of demand to the Carrier's or Shipper's Representative holding them responsible and asking them to pay costs.
5. Please send to Austral the following documents:
 - Completed Claim Form (ensuring your ABN No. and Input Tax Credit entitlement are included)
 - Invoices or other proof of value of the consignment
 - Original freight note or carbon copy
 - Delivery receipt
 - Suppliers packing slips where appropriate
 - Bill of lading, consignment note or other proof of shipment, including clear statements of the conditions of carriage
 - A copy of the letter of demand, and the carrier's response (if any) received
 - Details of possible salvage